

VACANCY ANNOUNCEMENT

(Announcement No. 13/11)

OPEN TO: All interested candidates
POSITION: **Telephone Operator, FSN-4**
OPENING DATE: April 25, 2013
CLOSING DATE: May 10, 2013
WORK HOURS: Full-time; 40 hours/week
SALARY: Actual salary will be based on the qualifications of the applicant.

NOTE: THIS IS A LOCAL POSITION. THE SELECTED CANDIDATE WILL COME UNDER LOCAL LABOR LAW, AND BE PAID ACCORDING TO THE EMBASSY'S LOCAL COMPENSATION PLAN. ALL ORDINARY RESIDENT APPLICANTS MUST BE RESIDING IN LAOS AND HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Vientiane is seeking an individual for the position of **Telephone Operator** in the Information Resources Management (IRM).

BASIC FUNCTION OF POSITION:

The incumbent performs basic telephone operator duties, receiving and placing calls, and assisting callers in contacting embassy staff. In the absence of the senior telephone operator, assists the protocol secretary in writing invitation cards, preparation of diplomatic notes to the Ministry of Foreign Affairs, and making appointments with government officials and other missions' officials for the Ambassador, DCM and other embassy officers. Control visitors access to Chancery building. Translate Ambassador, DCM, and other embassy officers speeches into phonetic Lao.

QUALIFICATIONS REQUIRED:

1. **Education:** Completion of secondary school is required
2. **Prior Work Experience:** One to two years in a telephone operator field and clerical experience.
3. **Language Proficiency:** Level III, good working knowledge of English and Thai. Level IV Lao - A thorough knowledge of spoken and written Lao is required to interface with high-level local officials.
4. **Knowledge:** Must be proficient with switchboard operations using the Mitel SX-50 Operator Console. Must possess a complete knowledge of the duty status of the various embassy officers in order to properly direct calls. Must be proficient with Microsoft Office 2007 applications and Department's Contacts application. Must be knowledgeable of host nation government structure and its key officials.
5. **Skills and Abilities:** Must possess basic computer skills. Must possess basic office equipment skills (photocopier, digital sender) and a basic knowledge of Microsoft Office applications.

HOW TO APPLY

Interested applicants for this position must submit the following for the application to be considered:

1. Universal Application for Employment (Form DS-174). Download the form at:
http://laos.usembassy.gov/job_opportunities.html

2. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application.
3. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Human Resources Office
American Embassy
Rue Bartholonie, That Dam
PO Box 114, Vientiane, Laos
(Hardcopy or e-mail attachments are accepted)

POINT OF CONTACT

Telephone: 856-21-267176
Fax: 856-21-267140
E-mail: VientianeHRO@state.gov

Interested persons should contact Embassy Human Resources Office for more information.
Blank application forms may be picked up from the cabinet inside the Embassy entrance.
Only shortlisted candidates will be notified.

CLOSING DATE FOR THIS POSITION: May 10, 2013
An Equal Opportunity Employer